



Data Analytics in  
**business process management**  
for document management software company, DocuWare



## Data Analytics in

# business process management

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DocuWare is a global software company that provides cloud document management solutions and workflow automation. They enable businesses to digitise, secure and work with business documents, then optimize the processes that power the business core. DocuWare is perfect for distributed and remote teams that need to operate at optimal productivity.

Business Process Management (BPM) is key in businesses to streamline their IT processes and implement their goals. Most businesses face challenges in enhancing data analytics to improve the results because of the high costs and slow speed of deployment. OQLIS saw an opportunity in the already powerful DocuWare software to enhance it with valuable data insight dashboards.

### The Challenge

Managers and technical teams can't see all their workflow processes at a glance. They can't see or understand what is happening at a high level, without a layer of analytics.

Users are **spending hours looking for details around the bottlenecks in their process workflow**. Each time they require a list of exceptions in the process, they need to request the information from a separate department. This delays the process even further and requires additional resources.

They need to **reduce the time, money, and resources** it takes to identify, resolve, and report on issues in the process workflow.

They also want to report on, and measure their process workflow to ensure optimisation. They want to **explore where the issues lie, identify which processes are working well**, and uncover which teams are optimised and which are not.

# The OQLIS Solution



Based on the challenges experienced by users of the DocuWare software, we identified **5 ways** in which Data Analytics and Reporting could solve their users' problems.



Utilise indexing from the Document Management solution software to pre-populate data fields, increasing KPI measures



Uncover real-time productivity reporting for individuals and teams



View historic and real-time performance (benchmarked against metrics eg. months, weeks, etc.)



Identify best and worst-performing processes to gauge where the problem areas lie

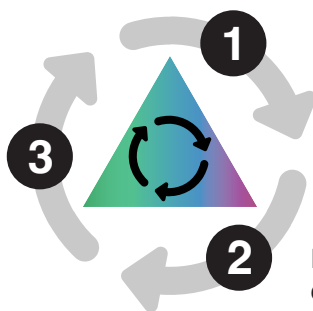


Derive continuous real-time improvements for uptime in the process workflow

The OQLIS team worked closely with a DocuWare client to ensure the scope was fully understood, before embedding the Data Analytics and Reporting to ensure the client expectations were met in the data visualisations and they could manage their process workflow better.

A 3 step process was followed:

**Create dashboards to achieve the business objectives and give the client visibility of the information they required to optimise their business process.**



**1 Consulting with the relevant stakeholders to ensure the data rules were understood to derive full value from the information embedded inside the data.**

**2 Extract data from the DocuWare database**

The dashboards ranged from single dashboards to a series of dashboards to convert the data into powerful insights. This particular use case was quite unique as queries in the process workflow were extremely specific. We needed to ensure we created optimised databases for analytics for a very detailed and high-scope implementation.

The client struggled when it came to information around reconciliation in the process. Therefore, customised searches were built into the reporting layers to show where the bottlenecks in the processes were and what the resolution was.

# Business Benefits

Through the embedded analytics, the client saw the following benefits to the organisation as a result of Data Analytics and Reporting:

## Improved Employee Productivity

- Proactively manage Document Management licenses
- Track user utilisation and activity
- Identify top-performing employees
- Measure staff bottlenecks
- Implement resource planning to identify busy periods

## Optimised processes

- Identify productive workflows
- Highlight process bottlenecks
- Indicate best or worst performing processes
- Provide continuous real-time improvements

## Reporting and analytics

- Schedule dashboard to email
- Real-time reports
- Daily, weekly or monthly reports sent to decision-makers
- Receive only information relevant to the decision-makers



## Remarkable Results

In this particular use case, OQLIS fulfilled major goals for the client, enabling them to draw major insights into their business.

For the very first time, the clients had **full and accurate visibility of their processes**, without having to request the information from a separate department. They were able to see the optimised processes, bottlenecks, and depth of the issues - all at a glance.

We were able to **improve the client's time to resolution by 50%**. The customised dashboards helped easily identify errors messages and summaries on documents that didn't make it through the full workflow for a quicker resolution.

We also identified **additional projects** and requirements that needed urgent attention (eg. anomalies in the process) taking our clients from a place of being uninformed to fully understand their data journey to implement a solid data strategy.



### DocuWare

#### OQLIS Product Certification

In 2022, the OQLIS data insights software was officially certified as a 3rd party DocuWare plugin.

[Learn more](#)



An OQLIS Case Study: Business Process Management



**Data analytics is a crucial part of process automation.** The flow of information and the need for human intervention requires insights on a broad scale that the OQLIS solution offers.



**David Malan**

Regional Sales Director  
at DocuWare Europe GmbH

### Dashboard metrics included:

Average steps per workflow

Documents processed per month

Escalation per day

Number of escalations per user

Average documents completed daily

Accelerate your time-to-value, without the additional resources. Extend data analytics functionality, by embedding and white labeling the OQLIS BPM solution and get the edge above your market.

Reach out to a data analyst today:

[hello@oqlis.com](mailto:hello@oqlis.com)

[Check out the dashboard](#)

[oqlis.com](https://oqlis.com)